



DANVILLE

Virginia

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INFORMATION
TECHNOLOGY

Help Desk Manager

Want to be a part of an award-winning team, recognized for its innovative achievements in local government? This is a great opportunity to join a hard-working group of individuals who enjoy applying their expert knowledge and creativity to ground breaking technology within a team.



HELP DESK MANAGER

THE POSITION

What does a typical day or week in this role look like?

Today, you may be collaborating with colleagues, proposing changes to existing products or services to better support the needs of our customers.

Tomorrow, you may be diagnosing a hardware issue and performing root cause analysis on aggregated tickets.

Later in the week, you may be found designing and recording user training videos and documentation material in order to cultivate the customer experience.

Role-Specific Responsibilities

- Under general supervision of the IT Director, performs professional work managing and coordinating all help desk activities including the assignment of tickets, initial analysis of incidents, monitoring of ticket status and resolution, monitoring of the department's service level agreements, isolating problem trends, assessing quality

customer service quality, and invoking problem escalation procedures to coordinate recovery.

- Works with the user to resolve PC hardware issues by providing investigation, diagnosis, and recovery support.

- Ensures that daily, weekly, and monthly help desk statistics and reports are completed and continually modified to meet the needs of the department by assessing statistical information, assessing anomalies, and analyzing data.

- Coordinates and manages user training by assessing user needs for training, creating user training videos and documentation material, managing the City's training website, and providing user statistics.

- Provides technical support through Windows Active Directory by managing user IDs, removing/adding user accounts, setting user permissions, assigning group policies, running quarterly user permission reports, and resetting user passwords.

- Manages processes for communicating outage and emergency activities to the

organization by escalating critical incidents, communicating with staff on priority issues, and communicating with users during emergency incidents.

Salary Range for this position is \$39,333.00 - \$60,573.00 and is based on experience.

BENEFITS

Full-time employees of the City of Danville are eligible for the following benefits:

Accident Insurance
Annual/Sick/Holiday Leave
Credit Union
Deferred Compensation
Dental Insurance
Direct Deposit
Disability Insurance
Employee Assistance
Flexible Spending Account
Health Insurance
Retirement System
Term Life Insurance
Tuition Reimbursement
Vision Insurance
Whole Life Insurance

The City of Danville is an Equal Opportunity Employer.
www.danville-va.gov